INTELLIGENT IT OPERATIONS FOR MULTI-CLOUD ENVIRONMENTS
Companies Leading the Way
Our World is Changing

Organizations across every sector are applying digital technologies to disrupt models of business and engagement, and to reimagine customer experiences. The ability to bring new applications and services to market quickly has become the key to business success and competitive advantage.

Businesses require modern data centers with the agility and scalability to support rapid business innovation. These modern data centers must extend to public clouds while ensuring and optimizing for performance, availability, compliance and cost.

The stories in this book bring to life the operational challenges IT teams are facing in this changing environment and how they are tackling them to meet business demands.

We hope these stories inspire you, and we look forward to partnering with you on this journey of digital and operational transformation.
Operational Complexity Slows You Down

Downtime
Does the root cause lie in the application or the infrastructure? Figuring this out often means many unproductive cycles.

Siloed Visibility
Buried by alert storms and false alerts? Siloed and complex management stacks require lots of manual troubleshooting.

Complexity
Overwhelmed by the growing complexity and scale of data and data centers? Traditional tools and processes weren’t designed to handle them either.

Understaffed IT
Mountains of data from physical servers, storage, network, operating systems, databases, events, logs, applications, and more. Can you analyze and correlate all this data quickly enough for proactive action and less downtime?

Wasted Capacity
Facing a proliferation of scripts, point tools, increasing end-user demands, and over-provisioning? All contribute to inefficient capacity utilization and increased manual execution and customization.

No Single IT Operations Management Tool
Ever dream of having one tool that could strategically manage all your virtual and physical infra, apps, OS, network and storage? Plus troubleshoot infrastructure issues, and get visibility into public cloud.

Constant Pressure to Reduce Costs
Too many requirements, never enough budget? A patchwork of complex management tools and systems and no insight into infrastructure costs.
Re-think Operations to Stay Competitive

Increased scale, more dynamic workloads, and the adoption of hybrid cloud computing are making companies rethink how they manage these environments.

Successful companies have adopted an operations management platform that spans applications, compute, network and storage and helps them fully manage the performance, availability and capacity of a multi-cloud environment.

Their operations management solution allows them to gain a single view across resources within a virtualized or cloud environment, on-premises or off-premises. It helps them:

• Proactively solve performance issues.
• Continuously monitor and manage capacity.
• Streamline and automate processes, common tasks and enforcement of standards.
• Understand and optimize the cost and consumption of private and public clouds.

In managing Cloud assets today, it is not really about whether they are on public or whether they are in a private Cloud or whether they’re in a hybrid Cloud, it’s about understanding and having the confidence that you can manage those assets wherever they are.”

- TIM MELVIN, DIRECTOR OF INFRASTRUCTURE, COLUMBIA SPORTSWEAR
VMware Intelligent Operations Enabling Customers Across Industries

SUPERIOR SDDC INTEGRATION, EXTENDED VISIBILITY AND BIG COST SAVINGS

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VMware Intelligent Operations is Offered as “vRealize Suite”
HELPING CUSTOMERS SHIFT FROM REACTIVE TO PROACTIVE TO INNOVATED APPROACH

To learn more, watch this video:
Ensure Performance & Availability Across SDDC

Improve performance, avoid disruption and proactively manage SDDC with predictive analytics driving integrated performance and health monitoring across compute, network, storage and applications.

_We’ve been able to find problems before they’ve caused downtime in our environments, which has significantly improved the relationship between developers and IT._

- JOEY COCO,
  SENIOR VIRTUALIZATION ENGINEER, CHOICE HOTELS
Optimize Resource Utilization and Achieve Cost Savings

Become more efficient by optimizing resource utilization, workload balancing and improving planning and forecasting. Align IT spending with business priorities by getting full transparency of infrastructure and cloud consumption.

In addition to the time savings, with the use of the infrastructure tools that come with the vCloud Suite, we have an 85% (improvement) in infrastructure utilization, in time to deploy, in disk space utilization... it's just been a tremendous savings in every dimension.”

- MICHAEL CONROY, DIRECTOR OF INFRASTRUCTURE TECHNOLOGY, RENT-A-CENTER
Monitor Heterogeneous Datacenters & Multi-Clouds

Comprehensive visibility in a single console across physical, virtual, and public cloud environments with an open and extensible operations management platform.

At Telkom Indonesia, virtualization allowed us to consolidate our IT infrastructures across the group from storage, application and server, data center, link to access, enhancing efficiencies in delivering services to our customers securely, and cost effectively.”

- SIHMIRMO ADI,
DEPUTY SENIOR GENERAL MANAGER ISC TELKOM INDONESIA
CSS Corp is a leading technology company supporting enterprise and consumer products, managing IT infrastructure (stand-alone, Cloud-or Mobile-enabled) and deploying networks. VMware vRealize Operations has provided an orchestration layer that enables CSS Corp to manage its private cloud and virtualized infrastructure from a single pane of glass. This eliminates the need for administrators to log into multiple consoles to manage different hypervisors or the private cloud infrastructure.

In addition, vRealize Operations has enabled the company to reclaim unutilized resources to deliver more virtual machines, and identify whether the network, a host or storage is responsible for a problem that may be hampering a virtual machine. The company has gained the ability to better plan resource allocations for individual projects, rather than invest large amounts of capital up-front in new servers.

KEY CHALLENGES
- Control datacenter costs and administration requirements
- Build technical and business skills in cloud to market new services to customers
- Protect revenue by ensuring customer case tracking system remains available if disaster occurs
- Gain ability to scale infrastructure to support business growth

SOLUTION
VMware vCloud Suite, VMware vRealize Operations and VMware vCenter Site Recovery Manager enable CSS CORP to provide new services to customers, improve internal efficiencies and protect revenue.

BUSINESS BENEFITS
- Reduced required physical server numbers from 200 to 60
- Eliminated revenue dips by maintaining customer case tracking system availability
- Saved considerably in capital expenditure over the last decade
- Gained ability to provision virtual machines in hours rather than wait weeks for a new physical machine

RECLAIM UNUTILIZED RESOURCES, SAVE MONEY

"We were able to delay our capital expenditure requirements and spread our spending over multiple months because we didn’t have to invest in buying several servers at the same time.”

- YAZ HUSSAIN, LEAD ARCHITECT, CSS CORP
Dell EMC, a part of Dell Technologies, enables organizations to modernize, automate and transform their data center using industry-leading converged infrastructure, servers, storage and data protection technologies. The new infrastructure at Dell EMC provides a comprehensive ITaaS solution for managing day-to-day operations, including troubleshooting, capacity planning, performance monitoring, and workload placement. It also allows Dell EMC to quickly provision and deliver network and security services - from a single pane. The real-time analytics that the vRealize solution provides helps Dell EMC make better decisions and save money.

“We have greater insight into our capacity today than we did even three years ago,” says DiVittorio. “That helps us make smarter decisions on when and what hardware to buy. Just in the past year, we avoided purchasing 100 servers because we had tighter capacity and better management of performance and workload placement through vRealize Operations.” Through improved workload placement, troubleshooting, and capacity planning, Dell EMC achieved optimized utilization of 80 percent.

**KEY CHALLENGES**

- Manage close to 20,000 virtual machines and store more than 40 petabytes of data
- Reduce time to provision new services. Eliminate lengthy processes, 85% of IT tasks were manual
- Help departments within Dell EMC make better decisions about their IT spending
- Evolve data center infrastructure to support IT-as-a-service environment

**SOLUTION**

Dell EMC deployed VMware vRealize Suite to automate and manage its new hybrid cloud infrastructure and deliver IT as a service, including self-service provisioning that rivals third-party cloud provider offerings.

**BUSINESS BENEFITS**

- Reduces time to provision from 45 days to same-day delivery
- Improves workload placement, troubleshooting, and capacity planning to achieve optimized utilization of 80 percent.
- Charges back 90 percent of operational expenses to enable better decisions about technology investments

**REDUCE COSTS, INCREASE EFFICIENCIES**

“We avoided purchasing 100 servers because we had tighter capacity and better management of performance and workload placement through vRealize Operations.”

- PAUL DIVITTORIO, SENIOR DIRECTOR OF CLOUD INFRASTRUCTURE, DELL EMC
Choice Hotels International is one of the world's largest and most successful lodging companies. With the data center migration to a VMware software-defined data center architecture, some additional management tools were required to deliver infrastructure to 200 developers writing applications used by customers, employees, and franchisees.

Choice Hotels selected VMware vRealize Suite based on its native integration with the VMware software-defined data center environment. VMware vRealize Automation technology streamlines the resource provisioning process, while VMware vRealize Operations technology provides guided remediation and faster resolution of critical issues across compute, storage, and network stacks.

Since implementing vRealize Suite, Choice Hotels has cut application infrastructure provisioning from 6 weeks to 30 minutes. It also reclaimed more than 100 over-provisioned virtual machines in the first few weeks. New management applications are delivered to business users faster, while troubleshooting time has been reduced thanks to accelerated root cause analysis and guided remediation. That means issues are resolved before they cause downtime.

**KEY CHALLENGES**

- Enhance customer satisfaction and gain competitive edge by accelerating time to market for applications
- Improve performance troubleshooting with better visibility into virtualized compute, network, and storage infrastructure

**SOLUTION**

VMware vRealize Suite to help manage its software-defined data center (SDDC):

- VMware vRealize Automation to orchestrate their provisioning process
- VMware vRealize Operations for troubleshooting and issue resolution

**BUSINESS BENEFITS**

- 30 minutes to provision application infrastructure, versus six weeks
- 100+ overprovisioned VMs reclaimed in the first few weeks—more than 6% of the VMs that typically run in the production environment
- Accelerated delivery of new management applications to business users
- Improved troubleshooting means that issues are resolved faster, at times before the issue can cause downtime

**ACCELERATE IT RESOLUTION ACROSS DATA CENTERS**

"We’ve been able to find problems before they’ve caused downtime in our environments, which has significantly improved the relationship between developers and IT.”

- JOEY COCO,
  SENIOR VIRTUALIZATION ENGINEER,
  CHOICE HOTELS

**INDUSTRY: TRAVEL/LEISURE**

**LOCATION: ROCKVILLE, MD**

**COMPANY: CHOICE HOTELS**

READ THE CASE STUDY
Zebra Technologies builds logistical solutions that identify, track, and manage critical assets, people, and transactions. Zebra operates in 81 countries and employs a workforce of more than 7,000. In less than a year, Zebra has moved or decommissioned most of the Motorola applications and reduced the daily hosting fees by more than 98 percent. More than 1,600 servers now run in Zebra’s public cloud environments hosting a mix of production, development, and backup workloads that represent more than 45 percent of the company’s overall IT environment.

Once Zebra provisions those facilities, VMware vRealize Operations Advanced Edition streamlines life-cycle monitoring and management, regardless of which cloud platform the workload is running in. Each group in the infrastructure management team has its own customized dashboard. "The app teams, the OS team, the network team, they each have their version," Jones says. "The more people see, the more they like it.”

In addition, Zebra has gained precise cost accounting for IT utilization. “VMware vRealize Business Enterprise gives us the ability to show management where every dollar went, where they overspent, and what they saved to the last jot and tittle,” says Myers. VMware vRealize Business helps Zebra understand the cost structure so they can make informed decisions.

KEY CHALLENGES
- Quickly migrate 700 legacy applications
- Retire significant hosting charges
- Leverage hybrid cloud for on-demand infrastructure-as-a-service

SOLUTION
Launch a unified hybrid cloud based on a combination of VMware NSX, vCloud Air, VMware vSphere, and the VMware vRealize Suite cloud management platform

BUSINESS BENEFITS
- Better support growth and innovation by being more responsive to the business
- Quickly reduced legacy hosting expenses
- Provide Hassle-free ability to move workloads between private and public clouds
- Improve visibility across multi-cloud environments in a single pane of glass

Zebra Technologies Masters a Massive Merger with a Hybrid Cloud Using VMware NSX and vRealize Suite

IMPROVE VISIBILITY ACROSS MULTI-CLOUDS

"The app teams, the OS team, the network team, they each have their version [vRealize Operations Customer Dashboards]... The more people see, the more they like it.”

- KELLY JONES, CLOUD CONSULTANT TO ZEBRA’S CIO
OSIS assists community health centers around the United States with technology solutions. OSIS cannot tolerate downtime. Community health centers rely on OSIS to host their healthcare applications, and if those are unavailable, patient care will suffer.

With vRealize solution, OSIS reduced infrastructure downtime to zero. The new unified management solution also provides a wide-ranging marketplace of extensions for third-party tools such as HP OneView. OSIS deployed the HP 3PAR StoreServ management pack, which provides standard and custom dashboards, reports, alerts, and remediation actions for their storage array—directly within the operations dashboard.

Additionally, OSIS deployed VMware vRealize Log Insight. This real-time log-management solution allows OSIS to correlate events across the IT environment with real-time monitoring, search and log analytics, a dashboard for stored queries, reports, and alerts. OSIS has also reduced its hardware footprint by 25 percent boosting memory utilization on all virtual machines.

KEY CHALLENGES
• Eliminate system failures, outages and downtime
• Move from a reactive to proactive IT environment
• Accommodate rapid growth

SOLUTION
OSIS migrated from its error-plagued Microsoft Hyper-V platform to vSphere with Operations Management, which eliminated downtime at the infrastructure level, reduced the hardware footprint, and freed IT staff from mundane tasks of management, maintenance, and troubleshooting.

BUSINESS BENEFITS
• Reduced infrastructure downtime to zero
• Made client setup faster and client support easier, leaving more time for strategic initiatives
• Enabled IT staff to take quick action and right-size client environments as necessary

REDUCE DOWNTIME FOR MISSION CRITICAL SYSTEMS
We don’t spend hours troubleshooting those miscellaneous problems that once came out of nowhere. With vSphere we’ve also been able to limit the number of systems we have to manage and that means less maintenance time spent on things like Windows patching.”

- ROB FRILLING, INFRASTRUCTURE TEAM LEAD AND SENIOR VIRTUALIZATION ENGINEER, OSIS

OSIS Provides 100 Percent Uptime for its Healthcare Clients with VMware Solutions

INDUSTRY: HEALTHCARE
LOCATION: CINCINNATI, OH
COMPANY: OSIS

READ THE CASE STUDY
The California Natural Resources Agency (CNRA) comprises 33 different departments, all of which are chartered with protecting and managing the historical and natural resources of California. In the past, each department had its own independent IT organization. But over the past few years, CNRA has been on a journey to unify IT operations, with the goal of leveraging economies of scale and becoming a better business enabler for the different departments.

Part of the agency’s IT transformation was the realization that doing everything in house may not be the most economical way to meet the needs of the different departments. By leveraging public clouds, CNRA was able to stretch its resources and deliver IT services more cost-effectively. VMware presented a management challenge. To operate its hybrid cloud at peak efficiency, CNRA decided to deploy the VMware vRealize Suite management platform.

**KEY CHALLENGES**

- Cut costs and redirect state budget to drought, wildfires, and other concerns
- Reduce redundant hardware and software maintenance, and over-provisioning

**SOLUTION**

VMware vRealize Automation, VMware vRealize Operations, VMware Virtual SAN, VMware NSX helped California Natural Resource Agency to respond quickly and cost effectively to market changes.

- Virtualized, cloud-native architecture that supports scalable app development
- Shared services provider model and multi-tenant data center for quick data access
- Common private and public cloud infrastructure with dynamic configuration

**BUSINESS BENEFITS**

- 300 percent increase in data center capacity for scale and agility
- 42 percent reduction in capital expenditures, and 35 percent in operating expenditures
- A platform for a performance analytics system that combines 11 petabytes of multiple agencies’ data for secure, easy access; modeling; and decision-making

VMware has been on the journey with CNRA from day one. The result is IT being perceived as a business enabler while at the same time reducing operational costs by 30%, increasing capacity by 300% and faster time to market.”

- TIM GARZA,
  IT DIRECTOR, CALIFORNIA NATURAL RESOURCE AGENCY

**SEE THE VIDEO**
At University of New Hampshire (UNH), the problems created by an expanding student population were compounded by the rapid introduction of new offerings and initiatives. The University has a centralized IT organization and data center that hosts most of its servers. The NSX integration with vRealize Operations and Log Insight has provided enhanced network visibility, analysis, and troubleshooting capabilities to help administrators identify problems that previously would have gone unnoticed.

The IT team can now automatically segment and remediate any problematic virtual machine in their environment. In case of an attack, UNH is able to spot and correct problems within minutes, before any damage is done. “The OOB alerts and dashboards of Log Insight are helping us with figuring out incoming and outgoing traffic,” said Bird. Log Insight is “…significantly easier for us to use. We don’t have to write custom SQL queries. We don’t have to understand log syntax from various sources. Log Insight ties it all together for us nicely,” said Connors.

vRealize gives any audit “…end to end visibility of physical and logical network topologies as they related to single VMs and multi-VM applications”. This gave UNH the opportunity to unshackle underutilized hosts in compliance clusters and join them to clusters that needed more hosts and resources.

KEY CHALLENGES

- New IT services and applications across all colleges required frequent changes to physical network
- Data centers were out of rack space, power, and cooling capacity
- Workload provisioning processes across multiple IT teams did not scale with growing demand

SOLUTION

VMware vRealize Operations, vRealize Log Insight, NSX provide increased efficiency and CAPEX savings along with improved security for their SDDC environment increasing flexibility and agility.

BUSINESS BENEFITS

- Adopted zero-trust security posture across datacenters using micro-segmentation, increasing security capabilities and mitigating risk
- Streamlined operations across multiple IT teams, reducing deployment times for new applications from months to days
- Reduced spending by avoiding major data center upgrades of network hardware, power, and cooling.

GAIN DEEP INSIGHTS INTO IT INFRASTRUCTURE

The OOB alerts and dashboards of Log Insight are helping us with figuring out incoming and outgoing traffic...end to end visibility of physical and logical network topologies as they related to single VMs and multi-VM applications”

- DAVID BIRD, LEAD SYSTEM ADMINISTRATOR FOR UNH

INDUSTRY: EDUCATION LOCATION: DURHAM, NH COMPANY: UNIVERSITY OF NEW HAMPSHIRE

SEE THE VIDEO
Enabling an Always-on Telkom Indonesia with Reduced Enterprise Costs, and Greater Agility

Telkom Indonesia, is the largest telecommunications provider in Indonesia serving over 100 million customers in the nation. The deployment of VMware’s virtualization solution allowed Telkom Indonesia to consolidate all of its IT resources, including its legacy systems, into a virtualized environment with the ability to expand quickly with growth in capacity requirements of its subsidiaries.

To enable the delivery of 24/7 always-on service, Telkom Indonesia also deployed other VMware technologies, including vCenter Server, Horizon®, vCenter Site Recovery Manager, vCloud® Automation Center, Cloud Business, Cloud Operations, vRealize Operations, and VMware NSX, to establish the software-defined data center (SDDC) environment. This allowed Telkom Indonesia to perform application management at a high level of availability, security and scalability, while optimizing and managing the infrastructure on the storage, network, cloud and compute fronts.

KEY CHALLENGES
- Enhance operational efficiency and provide always-on services alongside fast growth
- High costs and inefficiencies from the lack of synergy in IT investments across subsidiaries
- Ensure compliance and maintaining the right levels of security and resiliency across all business data and processes

SOLUTION
Telkom Indonesia leveraged VMware’s solutions to drive transformation, enhance efficiency, agility and lower enterprise costs to provide an always-on service for growing business and customer demands.

BUSINESS BENEFITS
- Telkom Indonesia supported by an always-on data center with 99.99 percent service availability, with a high performance level of IT operation
- 40 percent reduction in total cost of ownership through virtualization of the IT infrastructure
- Faster time to market with less virtual machine (VM) provisioning taking less than 30 minutes instead of 8 hours
- Enabling compliance to regulatory requirements of storing and managing 7 years of data retention.

As we embark on our software-defined enterprise journey, our deployment with VMware enabled us to provide 24/7, always-on service with minimal server downtime and close to 100 percent service availability. Telkom Indonesia can now better serve the needs of our customers.”

- SIHMIRMO ADI,
DEPUTY SENIOR GENERAL MANAGER
ISC TELKOM INDONESIA

OPTIMIZE SYSTEMS ACROSS MULTI-CLOUDS

INDUSTRY: TELECOMMUNICATIONS
LOCATION: INDONESIA
COMPANY: TELKOM INDONESIA

READ THE CASE STUDY
American Tire Distributors (ATD), headquartered in Huntersville, N.C., is the largest replacement tire distributor in the United States. ATD is growing at the rate of 10-20 percent annually, partly through aggressive acquisitions, and partly via organic growth, including the expansion of its Tire Pros franchise operation.

ATD couldn’t begin to achieve that kind of growth, or any of its business goals, if it didn’t have the right IT strategy. “We need to be able to scale in any direction,” notes Tony Vaden, CIO, American Tire Distributors. “Either vertically, by adding CPU or memory, or horizontally, by adding applications or database capacity. And we have to be nimble. We have to be able to scale out quickly.”

SDDC supports two next-generation data centers in a private and soon, hybrid, cloud environment that is 98% virtualized.

**KEY CHALLENGES**

- Support new tools, functions, and greater customer service for 70,000 customers demanding more digital features.
- Maintain a high level of security while connecting with a vast dealer network.
- Deliver dealer services more quickly and efficiently.

**SOLUTION**

VMware NSX and vRealize Automation help ATD reduce OpEx, improve security posture and better serve its customers. **vCloud Suite Enterprise** including vRealize Automation Enterprise, vRealize Operations Enterprise and **vRealize Log Insight** provided better visibility across the data center as well monitoring capabilities to improve operational efficiencies.

**BUSINESS BENEFITS**

- Accelerates delivery of services to tire dealers, giving them a competitive edge and promoting loyalty.
- Enhances data protection with built-in security across the data center, reducing the risk of breaches.
- Reduces operational costs with automated provisioning of new environments.
- Improves overall business agility for ATD and its dealers.

**IMPROVE OPERATIONAL EFFICIENCIES & AGILITY**

VMware security and cloud management capabilities allow us to roll out services faster, reduce costs, and deliver new offerings to dealers. This gives dealers a competitive edge when selling tires and encourages them to continue working with us.”

- **CHRIS GREEN,**
  ENTERPRISE INFRASTRUCTURE MANAGER, ATD

**INDUSTRY: DISTRIBUTION**
**LOCATION: CHARLOTTE, NC**
**COMPANY: AMERICAN TIRE DISTRIBUTORS**
Customers Report Intelligent Operations Benefits

- **Up to 50%** reduction in downtimes of Tier one applications
- **Up to 50%** reduction in IT costs
- **2.4x** return on IT investment
- **360°** view of all your IT data
- **Up to 67%** gain in IT productivity
- **Up to 30%** reclaimed capacity
- **Up to 50%** reduction in time for root cause analysis
- **Up to 90%** reduction in time spent reviewing logs
Forrester Total Economic Impact (TEI) Study of VMware Intelligent Operations

Three Year Risk-Adjusted Benefits

- Labor cost savings from ease of management: $662,830
- Hardware cost avoidance: $915,961
- Cost savings from a reduction in downtime: $1,111,026

ROI 119%
Payback in 3 months
NPV $1.4M

READ THE TEI STUDY
TAKE CONTROL OF THE MULTI-CLOUD LANDSCAPE

Get intelligent operations from applications to infrastructure across physical, virtual, and cloud environments. Take your first step toward a comprehensive cloud management solution with vRealize Suite Standard.

TRY OUR HANDS-ON-LAB

TRY HYBRID CLOUD ASSESSMENT

Join Us Online:

vmware